

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM



0000143722

Investigator: Carmen Madrid 2013 MAR 25 P 2:07

Fax: \_\_\_\_\_

Priority: Respond Within Five Days

Opinion      No. 2013 - 109711

Date: 3/25/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Charles

Englehart

Account Name: Charles Englehart

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

As a senior citizen living on social security I quickly found out just what a "fixed income" means. Upon retirement, it became apparent having an affordable place to live was going to be a big challenge. Because of the market we bought a house in Rancho El Dorado in Maricopa in 2010, deciding that, if careful, we could enjoy it for the rest of our years. It was summer, so we expected water would be high. But when cooler weather demanded less water, the bill hardly changed. Even with a small (\$3 to \$5) rebate for under normal usage, our bill doesn't ever go down. Wastewater is responsible for the near \$100 monthly bill. A small rate increase would be acceptable if not for that. If we had known about that, it would have influenced our purchase. And, the HOA fees will increase with the water. Withing three years, we will be at a cost of living so high that we should have chosen to live in Chandler or Ahwatukee. But we don't relish the idea of moving again in our 70's. Please consider the fact that the water in Maricopa is the highest of any I know of, and the quality is not the greatest! We have an RO system or wouldn't have a drinkable glass of water.

Shame on Global Water for not working to contain their costs and keep their costs within reason for the people who are dependent on them.

\*End of Complaint\*

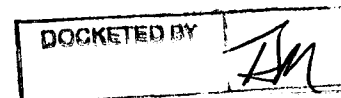
Arizona Corporation Commission  
**DOCKETED**

MAR 25 2013

Utilities' Response:

Investigator's Comments and Disposition:

.Opinion noted and filed in Dockets Nos.



W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;  
W-20446A-12-0314 ; W-01732A-12-0315

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Date Completed: 3/25/2013

Opinion No. 2013 - 109711

---